

# How to use Telehealth

Community Based Rehabilitation



Western Health

## What is Telehealth?



Telehealth is when you have a health appointment **at home**.

Telehealth can be a **video call** or a **phone call**.

You can:

- Get advice.
- Learn exercises.
- Get information about your health.

## What are the benefits of Telehealth?



- Telehealth means you can **get healthcare** at home.
- It can save you **time** and **money**.
- Video calls are **secure** and **private**.



## What do I need?



You can use a **computer**, a **mobile phone** or a **tablet** (iPad).



It needs to have a **microphone** and a **camera**.



You need the **internet**. **WIFI** is better.



- Google Chrome,

Firefox OR Safari **web browser**.



You need a **quiet, well-lit** space.

The **Australian Charter of Healthcare Rights** describes the rights of all people who use the Australian healthcare system. Copies of the charter in community languages are available near the main entrance of all Western Health hospitals, or ask a staff member or volunteer.

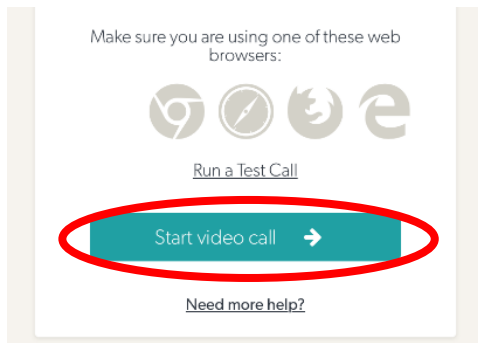
For more information, visit [www.patientcharter.health.vic.gov.au](http://www.patientcharter.health.vic.gov.au) or call 1800 136 066.



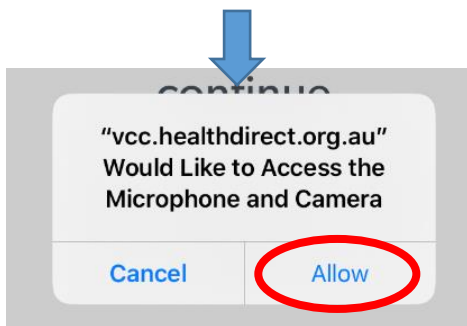
## Log in for you appointment

1. 15 minutes before your appointment Click on **this link**:

<https://vcc.healthdirect.org.au/t/communitybasedrehab/join>

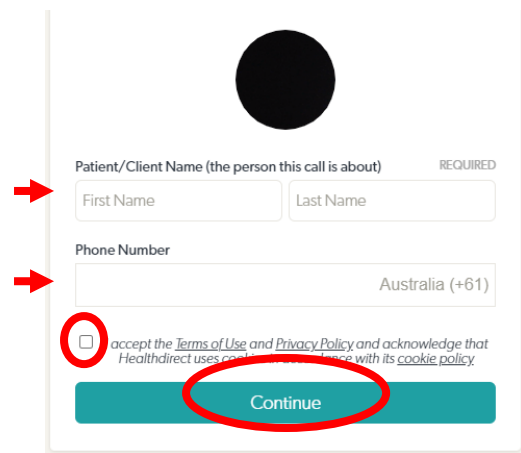


2. Click **“Start Video Call”**.



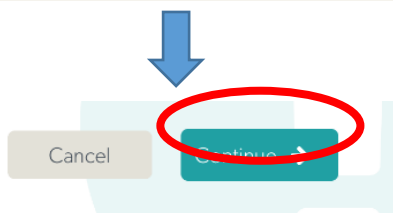
7. Press **allow** if this box comes up.

3. Type in your **official name** and **phone number**



4. Tick the box:  **I accept**

5. Press **Continue**



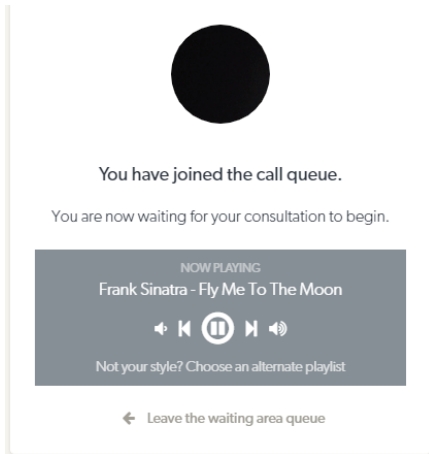
6. On the next page press **Continue** again.

The Australian Charter of Healthcare Rights describes the rights and responsibilities of patients. Copies of the charter in community languages are available near the main entrance of all Western Health hospitals, or ask a staff member or volunteer.

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## Wait for your therapist



You are now **waiting**.

Your therapist will start your video session soon.

## During the appointment:



1. Position the **camera** so that:

- Your therapist can see you clearly.
- You have a clear view of the screen.



2. Try to speak clearly.

## Trouble logging in?

Call Community Based Rehabilitation on 8345 1283.

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